

## **ADDITIONAL RESOURCES: A Companion to the Grandparents Resource Guide**

In addition to the Grandparents Resource Guide, here are some agency and organization listings and descriptions to help grandparents and kin locate services for the children in their custody. Neither the Grandparents Guide nor this additional listing, should be considered complete. The telephone book yellow pages, white business pages, and government listing blue pages are also good sources for this type of information.

### **I. DISABILITY AND DEVELOPMENTAL RESOURCES:**

#### **AD-IN: Deficit Information Network (781) 455 -9895**

Provides support and information to families of children with Attention Deficit Disorder (ADD) and adults with ADD. The organization sponsors support groups, conferences, and lists other resources available. Serves statewide.

#### **Attention Deficit Disorder Association (Pennsylvania) 1 (856) -439-9099**

Provides information and resources to families of children with ADD and adults with ADD. Serves nationwide.

#### **Autism Information (North Shore ARC) (978) 777-9135**

#### **Bureau of Transitional Planning [CH. 688 —Turning 22 Law] (617) 727-7600**

Chapter 688 provides a planning process for the most disabled 766 students who will need to transition to the adult human service agencies for services up on graduation from high school or upon turning 22, which ever comes first. Ask your local Special Education Director or call the Bureau of Transitional Planning at the Executive Office of Health and Human Services for more information about this program.

#### **Disability Law Center**

**Boston Office (617) 723-8455 or 1 (800) 872-9992**

**Southeastern Mass (508) 996-8576 or 244-9023**

**Western Mass (413) 584-6337 or 1 (800) 222-5619**

This private, non-profit advocacy and law reform agency provides free legal assistance and information to disabled people throughout Massachusetts who meet income guidelines. Serves statewide.

#### **Division for Special Health Needs, Community Resources at the MA Dept. of Public Health**

**1 (800) 882-1435 or (617) 624-5070**

Provides information on SSI (Supplemental Security Income) and other public benefits, as well as case management for children with special health care needs. This is a division within the state Department of Public Health. Serves statewide.

**ESE (MA Department Elementary and Secondary Education)  
(Malden) (781) 338-3000**

Provides information, regulations, and publications to help explain the special education process. In addition, complaints about the way a school is, or is not providing special education service for individual children can be made by calling DOE and asking for the Program Quality Assurance Unit. Among useful publications available by calling DOE are "A Focus on Attention Deficits," "A Parent's Guide to the Special Education Regulations," the special education regulations themselves – "Chapter 766," and the list of Massachusetts Chapter 766 Approved Private Schools and Programs that Serve Publicly Funded Special Education Students.

**Department of Early Education and Care (EEC)  
(Boston) 617-988-6600**

Administers Section 619 of the Individuals with Disabilities Education Act (IDEA), the Section that provides early childhood special education services for 3 to 5 year olds with disabilities. EEC provides information on early childhood special education regulations and processes. In addition, EEC collects information on the availability of public school special education programs. EEC's website, <http://www.eec.state.ma.us/ChildrenWithSpecialNeeds.aspx>, contains useful resources such as *Best Practices in Early Childhood Transition* as well as videos/publications on inclusion.

**Early Intervention Programs – Dept. of Public Health (Boston) (617) 624-5962,  
1-800-905-8437**

Provides information about early intervention programs available across the state. Early intervention programs provide services to children (birth to three years of age) who have or are at risk for handicapping conditions or developmental delays. Serves statewide.

Children's Health Clinics (include in resources at back of Guide)

<b>Baystate Children's Hospital</b> High Street Health Center - Pediatrics 140 High Street Springfield, MA 01199  Telephone: (413) 794-5067	<b>Greater Lawrence Family Health Center</b> Plaza 114 73D Winthrop Ave. Lawrence, MA 01841  Telephone: (978) 689-6710
<b>Boston Medical Center</b> 725 Massachusetts Ave. Mezz SW Boston, MA 02118	<b>Saints Medical Center</b> One Hospital Drive, 4 <sup>th</sup> floor Lowell, MA 01852  Telephone: (978) 934-8458

Telephone (617) 414-5251	
<b>Children's Hospital</b> 300 Longwood Ave Boston, MA 02115  Telephone: (617) 355-7713	<b>Saint Anne's Hospital</b> 243 Forest Street Fall River, MA 02721  Telephone: (508) 235-5285
<b>Brockton Neighborhood Health Center</b> 63 Main Street Brockton, MA 02301  Telephone: (508) 894-3319	<b>UMass Medical Center</b> 55 Lake Avenue North Worcester, MA 01655  Telephone: (508) 856-3951

**Family Ties (Department of Public Health) Toll free 1 -800-905-TIES(8437)**

**Northeast** (978) 851-7261;

**Southeast** (781) 774-6749;

**Central** (508) 792-7880;

**Western** (413) 586-7525 or 1(800) 445-1255

**Metro Boston** (781)-774-6736

Provides information, referral, and support for family members of children with disabilities and chronic illness. Helps parents locate or start parent support groups. This program is located in the Department of Public Health regional offices.

**Federation for Children with Special Needs (Boston) (617) 236 -7210 or 1 (800) 331-0688**

Provides information and referral a variety of questions pertaining to children with special needs. In some cases the agency can make referrals to free or reduced fee special needs advocates. The Federation also trains individuals to become special needs advocates. Serves statewide.

**Kaileigh Mulligan Home Care for Disabled Children**

The Kaileigh Mulligan program pays for home -based medical and nursing services for severely disabled children who meet the guidelines. To be eligible, the child must be eighteen or younger and meet a number of criteria including income, eligibility and disability guidelines. The child must be disabled as defined by Social Security Administration standards ([insert link](#)), and require care equivalent to that given in a chronic hospital or pediatric nursing home. For more specific eligibility and service information, contact customer service at MassHealth at either 1-800-408-1253 or 1-800-841-2900

**Learning Disabilities Association of Massachusetts (Waltham) (781) 891 -5009**

This non-profit volunteer organization provides information, referral, and written

materials to help individuals with disabilities, their families, and professionals. Serves statewide.

**Mass. Assoc. of Approved Chapter 766 Private Schools (Wakefield) (781) 245 - 1220**

Provides a directory with descriptions of day and residential schools in Massachusetts serving special needs children with learning, behavioral and/or emotional difficulties. Serves statewide.

**ARC of Massachusetts (Association of Retarded Citizens) (Headquarters - Waltham) (781) 891-6270**

Provides information and assistance on services available to retarded citizens. In some instances ARC can provide advocacy for special needs children who are not mentally retarded. Association of Retarded Citizens (ARC) offices are located across the state. Check your local directory or call the headquarters office listed above. Serves statewide.

**Massachusetts Easter Seal Society (Headquarters - Worcester) 1 (800) 922 - 8290**

Provides a range of services to disabled individuals of all ages. Services include information and referral, home health care, camp and swim programs, physical and occupational therapy, speech therapy, and other services. Serves statewide.

**Massachusetts Office on Disability (Boston) 1 (800) 322 -2020, 617-727-7440**

Provides information, referral, and written materials on services in Massachusetts for individuals with disabilities. The agency can provide direct assistance and advocacy on a limited basis. Serves statewide.

**National Dissemination Center for Children with Disabilities**

Voice and TTY 1-800-695-0285

**PAC - Parent Advisory Councils**

**Call your local school department for the phone number**

Parent advisory councils, generally made up of parents of children with disabilities in a school district; provide a vehicle for parents to have an impact on special education in their schools. In addition, members can network, support, and share information with one another.

**SPAN - Special Needs Advocacy Network (508) 655 -7999**

SPAN advocates and educational consultants are available to work with families, schools, and individuals. Members in private practice are contracted on a fee for service basis. Fees vary. For a list of advocates and consultants, call the number listed above.

**Supplemental Security Income (Social Security Administration)  
1 (800) 772-1213 TTY: 1-800-325-0778**

Children with disabilities may be eligible for financial assistance through this program referral to the local office to determine eligibility.  
Serves nationwide. [www.ssa.gov/disability](http://www.ssa.gov/disability)

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## **II. ADDITIONAL PROGRAMS AND SERVICES FOR CHILDREN**

### **Good Start**

Offered through the Mass Society for the Prevention of Cruelty to Children, this is an intervention outreach program designed to help new families cope with parenting. Good Start provides support and information to families in their homes. Services include parent education, information and referral to community resources, assistance with home management, counseling, and parents and grandparents support groups.

Eligible individuals are expectant mothers and families with new babies (birth up to 3 years of age). Grandparents raising grandchildren under the age of 3 are also eligible for this service. There is no charge for this service.

Contact: Mass Society for Prevention of Cruelty to Children

Boston Region	(617) 983-5842
Western Region	(413) 734-4978
Central Mass.	(508) 753-2967
Metro Region	(617) 983-5800
Cape Cod	(508) 775-0275
Southeast	(508) 586-2660
New Bedford, Taunton, and Attleboro	(508) 990-0418
Northeast Region	(978) 682-9222
Central Office, Boston	(617) 587-1500

### **Healthy Start**

A program for pregnant women that provides health insurance during pregnancy, and service information (such as referral for food assistance or childbirth education).

To meet eligibility criteria one must be a resident of Massachusetts, pregnant, meet income guidelines, and have no or very limited health insurance. This program is through the Department of Public Health. Program staff will assist women in applying for MassHealth if they are eligible. **Contact:** 1-888-488-9161.

### **Hearing Screening**

The Universal Newborn Hearing Screening provides information and referral for hearing testing for newborns and young children. Funding is available to pay for hearing testing for children up to age 3 after any available insurance has been billed.

**Contact** 1-800-882-1435.

## **III. Government Agencies & Services**

### **Overview of State Agencies and Services**

#### **Office of the Child Advocate (OCA)**

The Office of the Child Advocate is an independent office that works with state agencies providing services to children and families in the Commonwealth. The Child Advocate reports directly to the Governor and the Legislature. The goal of the OCA is to ensure that every child involved with child welfare or juvenile justice agencies in Massachusetts is protected from harm and receives appropriate and effective services delivered in a timely and respectful manner. The OCA has a special mission to youth in the custody and care of the Commonwealth.

#### **Programs/Services:**

**Complaint Intake:** The OCA takes complaints from the public regarding youth receiving services from a state agency. The OCA cannot intervene in most individual cases, but can help identify resources that may already exist or may be available to individuals and families. The concerns raised by the public inform and influence our work in policy and systemic advocacy. For example, we hear from many parents who have concerns about issues related to child custody and visitation stemming from a separation or divorce. While the OCA cannot intervene in a Probate and Family Court case, it communicates these concerns to policymakers in its work with other agencies and the court system.

**Critical Incident Review:** The OCA receives critical incident reports from executive state agencies when a child receiving services from or in the custody or care of the state dies or is seriously injured. The OCA may investigate a critical incident or review the investigation of the involved agency. From these investigations and reviews, The Child Advocate reports to the Governor and the Legislature on the strengths and gaps in services in the agency's involvement with the family.

**Policy and Systemic Advocacy:** The OCA collaborates with public and private entities in the Commonwealth regarding the child welfare and juvenile justice

systems. For example, the agency has lent support to the Juvenile Detention Alternative Initiative spearheaded by the Department of Youth Services and to an interagency initiative to reduce the use of restraints in child-serving institutions, headed by the Department of Mental Health. They publish an annual report which is available through our website.

**Contact:** For all information or to file a concern or complaint, call 617-979-8360; toll-free 1-800-790-3690; [childadvocate@state.ma.us](mailto:childadvocate@state.ma.us).

There are a number of agencies a grandparent might contact to obtain assistance. However, it is often a confusing process to get to the correct agency, and the appropriate person within the agency.

When navigating the system, there are generally a number of workers with whom an individual will interact. During the initial application phase, most communication is with an intake worker. Once eligibility has been determined, a social worker, caseworker, or case manager may be assigned.

It may also be helpful to know that many state agencies have a client services office (also called customer services, consumer affairs, or ombudsman services – depending on the agency). Staff in these departments hear complaints and concerns, and can assist an individual in obtaining appropriate services should a problem arise.

If an applicant is determined to be ineligible for services, the applicant may obtain information about the agency appeal process from the worker, or it may be outlined in the denial letter.

**Statewide Head Injury Program (SHIP):** Provides case management services to people who have sustained a traumatic head injury. SHIP works with private vendors, hospital, neuro-psychologists and agencies to develop programs and to deliver services to meet individual client needs.

**Consumer Involvement Program:** Provides an agency-wide communications structure for receiving input from consumers in an effort to support the operation of the Rehabilitation Advisory Councils and other consumer rehabilitation forums.

**Protective Services:** - Receives reports, investigates, and responds to reports concerning people with disabilities who may be abused by their caregiver.

**The Disability Determination Services Division:** The Disability Determination Services Division (DDS) determines eligibility for Social

Security Disability Income (SSDI) and Supplemental Security Income (SSI) for individuals who have a medically determined physical or mental impairment which precludes them from working for 12 months or more, or is expected to result in death. DDS is federally funded and regulated by the Social Security Administration and managed by MRC.

**Contact:** For more information call the appropriate tele phone numbers listed below.

All lines are TDD accessible.

<b>Administration Office</b>	617-204-3600 or 1-800-245-6543
<b>TDD answering machine</b>	617-204-3868
<b>General Information</b>	617-204-3600
<b>Ombudsperson</b>	617-204-3603
<b>Commissioner's Office</b>	617-204-3600
<b>Van Adaptation/Adaptive Housing</b>	617-204-3857
<b>Eligibility Unit/Turning 22</b>	617-204-3851
<b>Supportive Work Program</b>	617-204-3854
<b>MRC Protective Services</b>	508-823-2874 or 888-845-7161
<b>Disabled Persons Protection</b>	
<b>Commission Hot Line</b>	1-800-426-9009
<b>Extended Employment</b>	617-204-3854
<b>Independent Living Division</b>	617-204-3850
<b>Home Care Assistance</b>	1-800-223-2559
<b>Statewide Head Injury Program</b>	617-204-3852
<b>Personal Care Assistance (MassHealth )</b>	1-800-223-2559
<b>Consumer Involvement</b>	617-204-3851
<b>Disability Determination</b>	
<b>Services Division</b>	1-800-223-3212 (TDD) 1-800-882-2040 (Boston) 1-800-551-5532 (Worcester)
<b>Services for the Deaf</b>	617-471-1600 or 617-471-5059(TTY)

## **DEPARTMENT OF EARLY EDUCATION AND CARE (EEC)**

The Department of Early Education and Care (EEC) is the state agency which is responsible for providing and coordinating services throughout the Commonwealth in connection with early education and care for children.

### **Programs/Services:**



**Regulatory and Licensing Function:** EEC establishes and enforces health and safety standards to protect children who are being cared for out of their homes.

**Complaint Investigation and Monitoring:** An important part of EEC's licensing function is the responsibility to ensure that child care facilities operate within the safety and health requirements of the regulations.

**Criminal Record Investigation:** EEC conducts checks of prospective child care workers to determine whether such worker has any criminal history.

**Professional Standards:** EEC maintains a teacher qualification system to certify staff.

**Resource Coordination:** EEC provides technical assistance, funding, and other resources to a range of programs serving children, such as the Children's Trust Fund (a resource for programs to prevent child abuse), and the Child Care Resource and Referral agencies which provide referral to day care and counseling on selecting day care.

**Contact:** For all programs/services, check their website at: [www.eec.state.ma.us/](http://www.eec.state.ma.us/)

Or call them at:

Central Offices

600 Washington St., 6th Floor,  
Suite 6100

Boston, MA 02111

Phone: (617) 988-6600

350 Main Street, 4th floor

Malden, MA 02148-5023

Phone: 781-338-6364

Regional Offices

Springfield Regional Office - Region 1

95 Liberty St., Suite 1124

Springfield, MA 01103

Phone: (413) 788-8401

Worcester Regional Office - Region 2

340 Main Street, Suite 400

Worcester, MA 01608

Phone: (508) 798-5180

Salem Regional Office - Region 3

35 Congress Street, Suite 1000  
Salem, MA 01970  
Phone: 978-740-3060

Taunton Regional Office - Region 5  
21 Spring Street, Suite 2  
Taunton, MA 02780  
Phone: (508) 828-5025

Boston Regional Office - Region 6  
1250 Hancock Street, Suite 120-S  
Quincy, MA 02169  
Phone: (617) 472-2881

### **DEPARTMENT OF MENTAL HEALTH (DMH)**

**Eligibility:** DMH provides continuing care services, to persons who meet its eligibility criteria. Except in limited circumstances, no individual may receive continuing care services or supportive services from DMH unless he/she is determined eligible for such services by DMH. Eligibility is based on three components: 1) the presence of a long-term or serious mental illness in an adult or serious emotional disturbance/mental illness in a child or adolescent; 2) the severity of the illness as indicated by the level of functioning of the individual; and 3) duration of the illness.

**Contact:** For all programs/services check with local offices for eligibility assessments are conducted and services are arranged. There are six (6) DMH area offices. It is also possible to call the DMH Information & Referral Specialist at (800) 221-0053. For additional information, check their website at: [www.mass.gov/dmh](http://www.mass.gov/dmh)

#### **Area Offices:**

Western Massachusetts	(413) 587-6200; TTY (413) 586-6592
Central Massachusetts	(508) 368-3571
Northeast	(978) 863-5079
Metro Suburban	(508) 616-3500
Southeastern	(508) 897-2000; TTY (508) 897-2224
Metro Boston	(617) 626-9210; TTY (617) 626-8912

For emergency services, check the Resource section of this Guide.

### **MENTAL HEALTH EMERGENCY SERVICE PROGRAM NUMBERS**

When a person is acutely in need of service, and may have been determined to be of

danger to themselves or others, treatment is usually obtained in a psychiatric hospital or psychiatric unit in an acute care hospital. An individual can be admitted to a psychiatric unit through the emergency room of an acute care hospital by a physician, the police, a therapist or a mental health crisis team. The Massachusetts Department of Mental Health has crisis teams in all areas of the state, and may be reached 24 hours per day.

### **Western Massachusetts**

Berkshire (Central/South)	(413) 499-0412
Berkshire (North)	(413) 664-4541
Franklin County	(413) 774-5411
Athol/Orange/Quabbin	(978) 632-9400 and TTY(978) 630-2485
Hampshire County	(413) 586-5555
Holyoke/Chicopee	(413) 536-2251
Springfield	(413) 733-6661
Westfield	(413) 568-6386

### **Central Massachusetts**

Fitchburg	(800) 977-5555; (978) 534-3372
Gardner	(978) 632-9400; (800) 370-9404
Milford	(508) 634-3420
Southbridge	(508) 765-9771 ext. 2586 s/b ext 2580
Worcester	(508) 856-3562

### **Northeast**

Beverly	(888)550-4433 s/b (978) 524-7107
Greater Lawrence	(978) 683-3128
Greater Lowell	(800)-830-5177 or (978) 454-5844 s/b (978) 322-5120
Haverhill/Newburyport	(978) 521-7777 s/b (978) 521-3126 or (800) 281-3223
Lynn	(781) 596-9211 s/b (781) 596-9222 or (800)-988-1111
Wakefield/Everett	1-(800)988-1111

### **Metro Suburban**

East Suburban	(781) 860-0570; 1-(800)-540-5806
TDD/Deaf	(781) 860-0570 --- s/b (781) 984-4850
West Suburban	(508) 872-3333; 1-(800)-640-5432
Southwest Suburban	(781) 769-8674 or 1-(800)-529-5077
South Suburban	(617) 774-6036; 1-(800)-528-4890

### **Southeastern**

Brockton	508) 897-2100 TTY (508) 897-2102
Cape Cod & Islands	(508) 778-4627 TTY (508) 778-0229
Fall River	(508) 235-7277 TTY (508) 678-2460
New Bedford	(508) 996-3154

Plymouth (800) 469-9888  
Taunton/Attleboro (508) 285-9400; 1-(800)-660-4300  
TTY (508) 285- 8906

**Metro Boston**

(Area-Wide) Boston Emergency Service Team B.E.S.T.  
1-(800)-981-HELP  
Cambridge-Somerville (Cambridge Hospital)  
(617) 665-1560; (617) 665-1572

\*These are 24-hour emergency service programs primarily funded by the Department of Mental Health and the Division of Medical Assistance. Their function is to provide emergency screening services, short-term crisis counseling, crisis stabilization, and referral to acute inpatient services for those who cannot be stabilized in the community. The services are targeted to those persons who are considered to present a danger to themselves or others by reason of mental illness and are in need of immediate intervention.

**DEPARTMENT OF CHILDREN AND FAMILIES (DCF)**

The Department of Children and Families (DCF) is the Massachusetts state agency charged with the responsibility of protecting children from child abuse and neglect. To report abuse or neglect, call the Child-at-Risk Hotline anytime of the day or night at 1-800-792-5200.

**Emergency shelter care:** For children who are in an emergency situation.

**Parent Aides:** To assist and teach parents in coping with their children.

Case management services: to assist parents and children in obtaining appropriate resources.

**Counseling:** Both individual and group via contracts with community agencies.

**Contact:** For all programs/services. Local Office of Department of Social Services. You may call 617-748-2000 to find the location of your local office.

**DEPARTMENT OF YOUTH SERVICES (DYS)**

The Department of Youth Services is the juvenile justice agency of the Commonwealth of Massachusetts. DYS' mission is to protect the public and prevent

crime by promoting positive change in the lives of youth committed to its custody, and by partnering with communities, families, and government and provider agencies toward this end. DYS accomplishes this mission through interventions that build knowledge, develop skills and change the behavior of the youth in its care.

### **Programs & Services:**

- All DYS programs address the educational, psychological and health needs of each client. Some clients are detained at DYS while unable to make bail in a pending court case. Other clients are committed to DYS by the sentencing judge in Juvenile Court. Typically, clients are under DYS commitment until the age of 18 years. Clients designated as "youthful offenders" can be in the DYS system until the age of 21 years.
- DYS operates small, "hardware secured" facilities. Following placement in secure facilities, a client is moved to a residential facility which is "staff secured." After these placements, a client is moved into the community on a Grant of Conditional Liberty and resides in a group home, foster home or at home with family. While in the community, clients receive supervision and supportive services such as GED classes, counseling, community treatment, and community reentry centers. If a client does not abide by the established conditions of liberty, DYS can revoke the client's liberty and return the client to a secure facility.
- For youths who cannot make bail while awaiting trial, DYS operates several detention units to provide education, care and custody until the court case is disposed.

**Contact:** Phone: (617) 727-7575 Fax: (617) 727-0696 or check their website at: [www.mass.gov/dys](http://www.mass.gov/dys)

### **CHILDREN IN NEED OF SERVICES (CHINS) ( M.G.L. c.119, § 39E) JUVENILE COURT DEPARTMENT**

A child under the age of 17 who persistently runs away from the home of his or her parent or legal guardian. (Parent, legal guardian or police may initiate court action.)  
A child under the age of 17 who persistently refuses to obey the lawful and reasonable commands of his or her parent or legal guardian, thereby resulting in the parent or legal guardian's inability to adequately care for and protect the child. (Parent, legal guardian or police may initiate court action.)  
A child between the ages of 6 and 16 years who persistently and willfully fails to attend school. (School authorities may initiate court action.)  
A child between the ages of 6 and 16 years who persistently violates the lawful and reasonable regulations of the school. (School authorities may initiate court action.)

**Programs/Services:** Through a probation officer, the child could be referred to the appropriate public or private agency (or individual) for psychiatric, psychological, educational, occupational, medical, social or counseling services.

**Contact: Juvenile Court Department**

Barnstable Division	(508) 362-1389
Berkshire Division	(413) 443-8533
Bristol Division	(508) 676-0090
Essex Division	(978) 745-9660
Franklin/Hampshire Division	(413) 584-7686
Hampden Division	(413) 748-7716
Middlesex Division	(617) 494-4100
Norfolk Division	(781) 329-1500
Plymouth Division	(508) 586-4030
Suffolk Division	(617) 788-8571
Worcester Division	(508) 791-7109

**OFFICE FOR REFUGEES AND IMMIGRANTS (ORI)**

ORI is a primarily federally-funded state agency which provides programs and services for the resettlement of eligible refugees and immigrants in the state; encourages their full participation in the economic, civic and social life of the state; and advises on state policies and programs which affect them.

**Contact:**

For all programs/services - Office for Refugees and Immigrants (617) 727-7888. Or check their website at: [www.state.ma.us/ori](http://www.state.ma.us/ori)

**MASSHEALTH**

[www.state.ma.us/dma](http://www.state.ma.us/dma)

**Eligibility:** MassHealth has both income and non-financial eligibility criteria.

**Financial Assistance:** MassHealth provides no cash grants, but does provide medical insurance for those who meet eligibility criteria.

For all programs/service check their website at: [www.state.ma.us/dma](http://www.state.ma.us/dma) or call MassHealth at 1-800-841-2900

## **DEPARTMENT OF ELEMENTARY AND SECONDARY EDUCATION (D ESE)**

The Massachusetts Department of Elementary and Secondary Education supports and oversees public education for all Massachusetts public school students in grades pre-kindergarten through twelve, vocational/technical education, and adult basic education.

**Contact:** For information regarding all activities and materials check their website [www.doe.mass.edu](http://www.doe.mass.edu), or call them at:

Department of Elementary and Secondary Education  
75 Pleasant St  
Malden, Massachusetts 02148-5023  
781-338-3000  
TTY 1-781-338-6854

## **EXECUTIVE OFFICE OF ELDER AFFAIRS (Elder Affairs)**

Elder Affairs maintains a variety of programs administered through local private nonprofit Aging Service Access Points, Area Agencies on Aging, municipal Councils on Aging and other agencies serving those sixty (60) years of age and over. Eligibility for some services is based on income and/or need.

### **Programs/Services:**

**Information and Referral:** Trained counselors provide information, resources and referrals on elder-related issues.

**Contact:** 1-800-AGE-INFO  
(1-800- 243-4636); TTY 1-800-872-0166 Consumers are also invited to visit the agency's website at [www.800ageinfo.com](http://www.800ageinfo.com) or at: [www.mass.gov/elder](http://www.mass.gov/elder)

\*Note: Local Councils on Aging offer information and referral, transportation and other supportive services funded in part through Elder Affairs. Councils on Aging may be found in the local government listings of the white (or blue) page of your local telephone directory.

## **SOCIAL SECURITY ADMINISTRATION (Federal Agency)**

**[www.ssa.gov](http://www.ssa.gov)**

**Eligibility:** There are different eligibility criteria for different programs; generally based on Social Security earnings and the relationship to the earner.

**Financial Assistance:** There are several different types of benefit payment programs under Social Security. Please refer to the specific programs listed below.

**Contact:** For all programs/services. Local Social Security Office, 1-800-772-1213 (nationwide); TTY 1-800-325-0778; [www.ssa.gov](http://www.ssa.gov)

### **Abuse/Risk/Stress Information**

Child At Risk Hotline (Dept. of Social Services) 24 hour hotline  
(Reporting of child abuse/risk after 5 PM, weekends and holidays)  
1-800-792-5200 will refer to local office during regular business hour .  
Call the local DCF office during regular business hours and, ask for the Protective Screening Unit.

Child Witness to Violence Project (617) 414 -4244

Childhelp USA (National) 1-800-4A-CHILD or 1-800-422-4453

Child Abuse Hotline (TDD) 1-800-2A-CHILD or  
1-800-422-4453

Disabled Persons Protection Commission Abuse Hotline  
(To report abuse/neglect of disabled individuals between  
the ages of 18 and 59) 1-800-426-9009

Domestic Violence National Hotline 1-800-799-SAFE (7233)

Elder Abuse and Neglect Hotline ( 24 hours)1-800-922-2275

Parents Helping Parents  
(Network of support groups for individuals with concerns around parenting).  
1-800 882-1250

Parental Stress Line (Parents and Children's Services)  
(24 hour support line for parents, grandparents, and other caregivers who are  
under stress) 1-800-632-8188

Rape Crisis Center 1-800-922-8772

Samaritans Suicide Prevention Crisis Line (617) 247 -0220



## **Alcohol/Drug/Addiction Information**

**Al-Anon** (groups for family members of alcoholics) Business White Pages

**Al-Ateen** (groups for teenage family members of alcoholics) Business White Pages

### **Alcoholics Anonymous Business White Pages**

**Mass Council on Compulsive Gambling** 1-800-426-1234; 617-426-1855 (TTY)

**National Helpline** (drug treatment) 1-800DRUGHEL or 1-800-378-4435  
(Referral to programs and support groups)

**National Institute on Drug Abuse 1-800-662-HELP(4357)**

### **Smokers Quitline**

1-800-879-8678 (English)

1-800-833-5256 (Spanish)

1-800-TDD1477 (TDD)

**Statewide Drug and Alcohol Hotline** 1-800-327-5050  
(Department of Public Health)

(Please find additional numbers in the Substance Abuse section.)  
Counseling – Child, Family, and Caregiver mediation

## **Disease Information**

**AIDS Hotline** (AIDS Action Committee) 1-800-235-2331; 617-536-7733  
TTY 617-437-1672 Provides a wide range of information on AIDS, HIV, and services for individuals

**AIDS Youthline** (AIDS Action Committee) 1-800-788-1234  
617-536-7733 TTY 617-437-1672 Provides same information as AIDS  
Hotline - phones are staffed by teens

**Hepatitis C Hotline** 1-888-443-4372

**Mass Cancer Information Center (National** 1-800-422-6237  
Cancer Institute)

**Massachusetts Immunization Program** (617) 983-6800

**Massachusetts League of Community Health Centers** 1-800-475-8455

**Center for Disease Control** 1-800-232-4636 (In Spanish) 1-800-344-7432, TDD 1-800-243-7889 (American Society of Health Associations through Center for Disease Control) Nationwide information and referral on HIV and AIDS

**Physician Referral Service** 1-800-544-2424

**Sexually Transmitted Disease (STD) Control Program** (617) 983-6940

## **Education Information**

**Even Start and Family Literacy Challenge (and Adult Literacy)** 1-800-447-8844 (voice/TTY)

**Teri College Planning** (Boston Public Library) 1-800-442-1171  
Information on loans, scholarships, and general post-secondary information.

**Massachusetts Advocates for Children** (617) 357-8431 (advocacy for children needing special education services)

**National Center for Death Education** (617) 928-4649

**Bureau of Special Education Appeals (Department of Education)** (781) 338-6400  
Mediates disputes and conducts hearings about special education services to children in public schools.

**Massachusetts Office of Student Financial Assistance** (617) 727-9420  
Information on state scholarships.

## **Financial/Service Information**

**Child Supplemental Security Income (SSI)** Public Benefits Information Line  
1-800-882-1435

**Child Support Payment Enforcement** (Department of Revenue, Customer Services)  
1-800-332-2733

**Department of Children and Families Payment Line** 1-800-632-8218

**Food Source Hotline** 1-800-645-8333

**Social Security and Supplemental Security Income** 1-800-772-1213

TTY 800-325-0778 [www.socialsecurity.gov](http://www.socialsecurity.gov)

**Fuel Assistance Programs** (Fuel assistance and energy conservation programs) 1 - 800-632-8175

**WIC (Women, Infants and Children Nutrition Program) through the Department of Public Health** 1-800-WIC-1007, 1-800-909-2677 Information on Children's Medical Security Plan

## **General Information and Referral**

**Citizen Information Service** 1-800-392-6090

Information on state regulations and resources

**Mass Network of Information Providers** 1-800-642-0249

(Information Center for Individuals with Disabilities)

**Mass Office on Disability** 1-800-322-2020 (TDD) 1-800-322-2020

**United Way Information and Referral** 1-800-231-4377

Services (First Call for Help)

## **Specific Services: Information and Referral**

**Adoption Journeys** (statewide post-adoption support services) 1-800-972-2734

**Child Care Resource and Referral Program** 1-800-345-0131

or (617) 727-8900

**Child Safety Seats** 617-534-5197

For a list of technicians call or go to: [www.massghsb.com](http://www.massghsb.com)

**Childhood Lead Poisoning Prevention Program** 1-800-532-9571

**Department of Workplace Development** (617) 626-5400

**Department of Children and Families, Ombudsman Office** (617) 748-2000 /

(617) 748-2444

**Domestic Violence Information and Referral** (Casa Myrna Vazquez Inc.) Safelink  
Domestic Violence Hotline  
1-877-785-2020

**Executive Office of Elder Affairs Information and Referral** 1-800-243-4636  
TTY 1-800-872-0166

**Expanded Food & Nutrition Education Program** (617) 628-5607

**Family TIES at Department of Public Health 1 -800-905-8437**  
(support for families of children with special needs)

**Good Grief Program,** Boston Medical Center (617) 414 -4005

**Injury Prevention program, child safety seats** (DPH) 1-800-CAR-SAFE  
Toll Free Safety Line

**Kid's Net, a MSPPC** program (617) 587-1500  
Support services to foster, kinship and adoptive children and families.

**Mass Dental Society** 1-800-342-8747  
(Dentist Referral)

**Mass Adult Literacy Hotline** 1-800-447-8844  
(parent education, home visits)

**Childrens' Services of Roxbury** (617) 445-6655  
Mass Families for Kids provides services to adoptive families including: permanency mediation and information and referral.

**MassHealth Customer Service** 1-800-841-2900

**Mass Medical Society/N.E. Journal of Medicine** 1-800-322-2303  
(Physician Referral)

**Mass Passenger Safety Program** 1-800-CAR-SAFE

**Pension Assistance Project** (617) 287-7307; (toll free) 888-425-6067

**The Ride** (MBTA) (781) 899-7433

**SHARE Foundation: Society for Human Advancement through Rehabilitation**  
Engineering (evaluation, equipment, and services for people with physical disabilities, (508) 999-8482

**SSI for Children with Special Healthcare Needs** (DPH), 1-800-882-1435

**Statewide Head Injury Program**, Massachusetts Rehabilitation Commission (MRC)  
1-800-223-2559

## **Health and Prescription Insurance Information**

### **Health Insurance Counseling**

**SHINE Program (Serving Health Information Needs of Elders)** is a volunteer network of locally based counselors providing information, counseling and assistance to elders regarding Medicare supplements, Medicaid, HMOs, prescription drug options, free care and other health insurance benefits. 1 -800-243-4636 or TTY 800-872-0166

**Social Security** 1-800-772-1213

**Medicare Information** Part B 1-800-882-1228

**Medicare** 1-800 635 4227

**Mass Health** application information 1-800-841-2900, (TTY 1-800-596-1272)

**Medigap** insurance information or contact your specific company. 1 -800-AGE-INFO

**Medicare Advocacy Project** 1-800-323-3205

Greater Boston Legal Services assists Medicare beneficiaries in obtaining coverage/ filing Medicare appeals.

**Health Safety Net** (877) 910-2100 [www.mass.gov/dhcfp](http://www.mass.gov/dhcfp)

**Mass MedLine** (free prescription drug assistance) 1-866-633-1617  
(Mass Relay 711)

**Prescription Advantage** is a prescription drug insurance plan for those over sixty - five and qualified younger low -income people with disabilities administered by the Commonwealth of Massachusetts. 1-800-AGE-INFO (1-800-243 4636) Option #2  
TTY: 1-877-610-0241 [www.800ageinfo.com](http://www.800ageinfo.com)

## **Runaway Information**

**Child Find of America National** hotline will assist in search for runaways and children who have been taken by non-custodial parent. -800-IAM-LOST or 1-800-426-5678

**Missing Children Help Center** (National Child Safety Council) assistance in finding missing children, information and referral regarding custody and visitation rights. 1-800-872-5437

**National Center for Missing and Exploited Children** (Clearinghouse which provides information on missing and exploited children). 1-800-843-5678

## **Grandparent Caregiving Resources**

The following are few of the national organizations providing information and assistance to grandparents.

### **The Brookdale Foundation Group - Relatives as Parents Program (RAPP)**

The Brookdale Foundation Group awards seed grants through its Relative as Parents Program (RAPP) to encourage, and promote the creation or expansion of services for grandparents and other relatives who have taken on the responsibility of surrogate parenting due to the absence of the parents. Their website offers a variety of resource information.

950 Third Ave. 19<sup>th</sup> Floor

New York, New York 10022

Phone: 212.308-7355

Fax: 212.750.0132

<http://www.brookdalefoundation.org>

### **AARP Grandparent Information Center**

AARP Grandparent Information Center is a national clearinghouse for information about programs, support groups, research activities, and resources for grandparent-headed families. A number of publications and referrals to national and local resources are available from the Center.

601 E Street, NW

Washington, DC 20049

Phone: (888) 687-2277

Fax: (202) 434-6474

<http://www.aarp.org>

**Generations United (GU)**

Generations United is a national coalition dedicated to intergenerational policies, programs and issues. GU can provide general information on grandparent caregiving.

1333 H Street NW, Suite 500W

Washington, D.C. 20005

Phone: (202) 289-3979

<http://www.gu.org>

**Appendix A: Grandparent Checklist**

There are many different circumstances that can result in a grandparent caring for a grandchild. Sometimes a situation is unexpected; other times families have more time to plan arrangements. Once you decide to take on the responsibility of caring for your grandchild, it is recommended that you gather the following documents and information whenever possible. Documents should be kept in a safe place that you can easily access when needed.

**List:**

- Name and contact information for grandchild's pediatrician, dentist and other health care providers.
  - Contact information for grandchild's parent (if appropriate).
  - Names and contact information for grandchild's school, teachers, guidance counselor and nurse.
  - Names and contact information for grandchild's after school activities.
- 

**Documents:**

- Grandchild's birth certificate
- Grandchild's medical records including immunizations.
- Grandchild's prescriptions
- Records from previous school
- Legal records (i.e. custody/ guardianship records)
- Grandchild's passport (if child has one)
- Grandchild's social security card
- Any religious documentation

## Appendix B: **FAMILY EMERGENCY PLAN**

It is also important for you to make certain plans for yourself and your grandchild in case of an emergency. Before an emergency happens you should explain the dangers of fire, severe weather, and other dangerous situations to your grandchild. Your family should have an emergency plan that includes:

When and how to call 9-1-1:

Who they should call if they can't reach you in an emergency:

What your grandchild should do if he or she is approached by a stranger:

Who your grandchild should talk to if a person (child or adult) is making him or her feel uncomfortable or unsafe:

What to do in case of a fire or other situation where it is unsafe to remain in your house or apartment, including:

- a. How to leave the house or apartment safely;
- b. Designation of a nearby place to meet, in case of sudden emergency;
- c. The name and phone number of a person for the whole family to contact if you get separated.

## Appendix C: **Probate & Family Court: Dos & Don'ts**

Going to court can be intimidating and confusing. Whenever possible you should consult a lawyer for assistance. The following tips are not legal advice. They are simply helpful suggestions to follow whether you are going to court on your own, or with a lawyer.

DO dress appropriately for the occasion. You do not need to buy special clothes for court, but avoid jeans and clothing that is inappropriate. (Should we say "too casual?")

DO be respectful to the judge and all court personnel.

DO address the judge as "Your Honor," and follow his or her instructions.

DO stand when the judge enters or leaves the courtroom, and when he or she asks you a question.

DO speak clearly. Talk directly to the judge, even if the other side is present. Remember that the court is usually keeping an audio recording of the hearing.



DON'T be late or not show up. The judge will make decisions in your case even if you are not there. If an emergency prevents you from attending court notify the court as soon as possible.

DON'T bring your grandchildren to court with you. Many of the topics discussed in court are inappropriate for children and children will not be permitted in the courtroom.

DON'T bring food or drinks into the courtroom.

DON'T argue with the other side or interrupt the judge.

DON'T expect a decision right away. Judges frequently take cases "under advisement" which means they will mail you a written decision shortly after the hearing. This is especially common with complicated cases where the judge needs more time to decide the outcome.

#### **Appendix D: Internet Safety Tips**

The Internet can be a great resource for you and your family, and an excellent way for your grandchildren to find out information for school projects or research. Unfortunately, the Internet can also leave children open to potential exploitation by sex offenders or other harmful individuals. It is important to remember that while the Internet provides your grandchild with access to lots of information, it is also a gateway into your home. The following are tips for how to keep your grandchild safe while he or she is online. For more information, check out the FBI's *A Parent's Guide to Internet Safety* at <http://www.fbi.gov/publications/pguide/pguidee.htm>

Tips for Keeping Your Grandchild Safe Online:

- Keep the computer in a common area of the house. Do not allow your grandchildren to have computers in their rooms or use them unsupervised.
- Learn about your computer and its parental controls. Block websites with inappropriate content, or that provide your grandchild with access to chat services or the ability to post pictures online.
- Talk to your grandchild about the dangers of communicating with people they don't know online. Make sure your grandchild knows:
  - a. Never to agree to meet face-to-face with someone he or she met online;
  - b. Never to post pictures of him or herself onto the Internet, or to send pictures by email to people he or she does not personally know;

- c. Never to give out identifying information such as his or her name, home address, school name, or telephone number;
- d. That predators often lie to children and pretend to be a similar age or have similar interests as a way to get younger children to trust them.

- Talk to your grandchild about what to do if someone makes him or her feel threatened or uncomfortable, or sends him or her inappropriate or pornographic pictures. Be aware that he or she may be embarrassed, and that someone trying to exploit your grandchild may have made him or her to promise not to talk to you. Let your grandchild know this is a time where it is ok to break a promise and talk to you.
- Have your grandchild practice how to respond to common questions used by predators. For example, if someone asks you grandchild where he or she lives, your grandchild should know to respond that he or she does not give out personal information online; if someone asks your grandchild to meet in person, your grandchild should know to respond by ending the conversation.
- Be very cautious in allowing /monitoring your grandchild in using social networking websites such as MySpace and Facebook that allow users to post pictures, personal information, interests, geographic location, and other personal content. Even if your grandchild is not contacted using the website, it provides lots of information to someone who could pretend to know him or her later.
- Talk to the parents of your grandchild's friends, your grandchild's school, and your public library, and find out their policies on Internet use. Whenever possible, establish uniform rules for Internet use in all places your grandchild may have access to a computer.
- Be aware that your grandchild may gain access to email or chat services through cell phones or other handheld devices.

The following are instructions from the FBI's guide for what to do if your grandchild is contacted by a sexual predator:

Should any of the following situations arise in your household, via the Internet or on-line service, you should immediately contact your local or state law enforcement agency, the FBI, and the National Center for Missing and Exploited Children:

1. Your child or anyone in the household has received child pornography;
2. Your child has been sexually solicited by someone who knows that your child is under 18 years of age;

3. Your child has received sexually explicit images from someone that knows your child is under the age of 18.

If one of these scenarios occurs, keep the computer turned off in order to preserve any evidence for future law enforcement use. Unless directed to do so by the law enforcement agency, you should not attempt to copy any of the images and/or text found on the computer.

## **Appendix E: Suggestions for Family Activities**

Try the following low-cost or free family activities with your grandchildren!

- All children should have their own library card which is easy to get at your local library. You can pick out a book or series to read together.
- Take a train ride
- Walk the Freedom Trail and learn about Boston's history. There may be historical sites to visit your local community.
- Go to a Lowell Spinners baseball game or take in a sporting event at a local high school, community college or university.
- Take your grandchildren ice skating on the Boston Common Frog Pond or at your local skating rink.
- The Museum of Science and many colleges and universities throughout the state offer free stargazing in their observatories.
- Take a trip to the Franklin Park Zoo, Stone Zoo or the New England Aquarium.
- Pack a picnic and take the MBTA ferry to one of the harbor islands, or go to your local state park for lunch. The MBTA train system has interesting destinations as well
- Plan seasonal excursions for example – First night activities and summer festivals or apple picking.
- Look for free or low cost music or theater performances in your community, such as high school plays and concerts, or Shakespeare in the park.
- Find out what's going on at your local park through the Department of Conservation and Recreation at <http://www.mass.gov/dcr/rec-act.htm>

- Teach your grandchildren about charity and fitness while watching the Boston Marathon or other such events.
- Participate in a community service project at your local church, food bank or community center.

## **Appendix F: Protect your grandchildren from lead poisoning**

- **Test your grandchild** - If you grandchild is under six years old, it is important to have him or her tested for lead exposure. You can have your grandchild tested at the doctor's office or a community health center. Most of the symptoms of lead poisoning are very common including headaches, upset stomach, difficulty concentrating, and some learning problems. Therefore, it is important to have your grandchild tested even if he or she does not have any symptoms of lead exposure.
- **Test your home** – If you own your home you should call a licensed inspector to test for lead. Almost all homes built prior to 1978 have some lead paint. If you rent your home ask your landlord to test your house, apartment or condominium. If your landlord says there is no lead in your home ask to see a Letter of Compliance signed by a licensed inspector. If there is peeling paint and your home has not been inspected recently you may need to have it re-inspected. If your landlord refuses to test your home for lead call the Childhood Lead Poisoning Prevention Program (800) 532 -9571 and a state inspector will test the home at no cost to you.
- **Use bottled water or a water filter** – Bottled water is purified to remove lead and other impurities and harmful toxins and is an easy way to be sure your grandchild is not consuming water that may have been contaminated by lead in plumbing materials. Using a water filter for your grandchild's drinking water is another great inexpensive way to remove lead. You can purchase filters for an individual pitcher to go in your refrigerator, or to attach to your faucet. Whichever filter you choose, be sure it is designed to remove lead. Remember to use bottled or filtered water when mixing baby formula or juices from concentrate too.
- **Keep your home and your grandchild's toys clean** – Children most frequently are exposed to lead by breathing or ingesting dust containing lead from lead paint. Children do not need to lick paint directly to be exposed to lead. Most lead exposure is the result of normal childhood behavior such as a child touching a surface and then putting his or her hand in his or her mouth. Keeping surfaces and toys clean will help prevent your grandchild from coming into contact with lead.
- **Give your grandchild healthy food** – Foods that are rich in calcium, iron, and vitamin C can help prevent lead from being absorbed by your grandchild's digestive system and causing damage. Always wash your

grandchild's hands before meals and feed your grandchild healthy foods to help prevent lead poisoning.

- **Watch for recalls of toys** – In recent years, many toys manufactured in other countries have been recalled because of levels of lead in the paint or plastics used to make them. If your grandchild plays with toys that were not made in the United States, check to see if they have been recalled. Be sure to ask your childcare provider about their policy on checking toys for recalls and watch out for toys received as gifts or purchased from second hand stores or garage sales. You can find out more about recalls of toys and other products that may contain lead by checking the Center of Disease Control's website at <http://www.cdc.gov/nceh/lead/default.htm>